



## 2019 PRE-PAYMENT BOOKING, DEPOSIT & CANCELLATION POLICY – AT A GLANCE

### BOOKING POLICY

Provisional reservations may be held for **14 days**, after which time the Company is required to either release the space back to Singita for resale or confirm the reservation by paying a 25% non-refundable deposit.

### PAYMENT POLICY

**For the period 16 January – 19 December** annually, provisional reservations may be held for **14 days**, after which time the Company is required to either release the space back to Singita for resale or confirm the reservation by paying a non-refundable deposit. The deposit is calculated at 25% of the total reservation value.

**Balance of Payment** is due **60 days prior** to arrival.

**For the Festive Season, defined as 20 December – 15 January** annually, provisional reservations may be held for **14 days**, after which time the Company is required to either release the space back to Singita for resale, or confirm the reservation by paying a **non-refundable deposit**. The deposit is calculated at **50%** of the total reservation value.

**Balance of Payment** is due **120 days prior** to arrival.

### CANCELLATION POLICY

In the event of any confirmed reservation being cancelled, the following cancellation fees will be charged for the period **16 January – 19 December** annually:

**Penalty of 25%** of the total reservation value if cancelled **up to 61 days** prior to arrival

**Penalty of 100%** penalty if cancelled **60 days or less** prior to arrival

In the event of any confirmed reservation being cancelled during the Festive Season, defined as **20 December – 15 January** annually, the following cancellation fees will be charged

**Penalty of 50%** of the total reservation value if cancelled **up to 121 days** prior to arrival

**Penalty of 100%** penalty if cancelled **120 days or less** prior to arrival

### FESTIVE SEASON: Defined as the period 20 December – 15 January Annually

A minimum of three nights is required at all lodges for guests travelling over Festive Season with the exception of Singita Kwitonda where there is a minimum stay of two nights year-round.

No arrivals and departures are permitted on Christmas Day or New Year's Day at any lodges.

Both the Singita Ebony Villa and the Lebombo Villa are bookable as a Villa unit only during the Festive Season. It will not be possible to book the 2 x Family Suites or 2 x Two-Bedroom Suites as individual units at Ebony Lodge or Lebombo Lodge respectively.

#### **TERMS & CONDITIONS LINKED TO 01 JULY – 31 AUGUST 2019**

A minimum of three nights is required for all guests travelling to Singita Boulders Lodge during the period 01 July – 31 August 2019

Both the Singita Ebony Villa and the Lebombo Villa are bookable as a Villa unit only during the period 01 July – 31 August 2019. It will not be possible to book the 2 x Family Suites or 2 x Two-Bedroom Suites as individual units at Ebony or Lebombo respectively.